



# LCMS News

## Welcome

Welcome to the second edition of the Litigation Case Management System (LCMS) Program newsletter. The purpose of LCMS News is to detail the latest news, updates, and features of the Department of Justice's new case tracking system. This newsletter is distributed quarterly to DOJ's litigating community.

## New LCMS Website!

You can now visit the LCMS website, which in addition to the LCMS newsletter, will help to keep you up-to-date and informed on the status of the implementation, offer details of the technical and functional aspects of the new system, and provide further information regarding deployment and training. As LCMS nears deployment, training materials and training schedules will be made available on this website. A snapshot of the LCMS website is featured below.

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New LCMS website

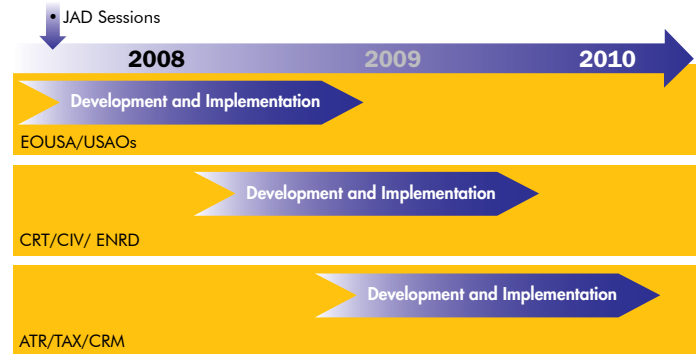
Please visit the new LCMS website at:  
<http://10.173.2.12/jmd/irm/cmo/litigationcasemanagement.php>

## Program Status: Joint Application Design (JAD) Sessions

The LCMS program is currently drawing to the end of its requirements gathering and use case scenario phase. To validate the user requirements which were gathered from EOUSA, the LCMS Team, on May 15, 2007, began six weeks of full-day Joint Application Design (JAD) sessions, which will be held each Tuesday, Wednesday, and Thursday through the end of June 2007.

The EOUSA participants (including detailees from the United States Attorneys' Offices (USAOs)) of the JAD sessions have been working closely on the LCMS project since last year, helping to define user requirements and business case scenarios. As the EOUSA business owners in the JAD sessions, the participants serve as the primary source of business process information and truly drive the design of the final system to ensure the best user experience and most efficient workflow. With their assistance and participation, the JAD sessions will verify and refine the understanding of the required functionality with EOUSA, and begin reviewing how LCMS will meet those requirements using the actual configured LCMS software.

### Timeline for LCMS Implementation



In addition, the JAD session leaders will demonstrate the configured Siebel Public Sector functionality, model business processes using the Siebel and Metastorm applications, and ensure that all necessary data elements are captured and all business rules are documented. The JAD sessions will also help to identify and clarify any business process and/or technical gaps or modifications that will need to be made and will finalize all business process scenarios that will be used in the development and design of LCMS. This is an important milestone for the program, and the success of the JAD sessions is crucial.

The LCMS team has established a set of metrics that measure whether the sessions have completed the scheduled business scenario reviews for each week, and how comfortable EOUSA, as the business owner, is with the outcome. The results of the weekly JAD sessions will be a good first indicator of the program's progress. As Chris Carey, the Department's LCMS Program Manager, said when introducing the JAD Sessions, "A great deal of planning and preparation has been done, and we are confident that the sessions will be successful."

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## **Cross Component Issues Working Group**

Since the inception of the LCMS project, the DOJ LCMS PMO (under the direction of Chris Carey) has been identifying cross-component issues that may have an impact on LCMS requirements and system design. Resolution of these issues is critical to the success of the LCMS program, while at the same time, respecting the unique missions of the USAOs and the other litigating components and laying down a foundation for long-term success.

To address these concerns, a Cross Component Issues Working Group (CCI WG) was established to validate, through discussion with EOUSA and the six other DOJ litigating components, the current environment. The CCI WG meets regularly to discuss, review, and resolve major issues, such as information-sharing and department-level case/matter tracking, in order to foster common processes and procedures across the DOJ litigating community before the implementation of LCMS.

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## **Stage 2 Component Working Group**

LCMS will be implemented in several stages from now until 2010. Stage 1 is dedicated to the EOUSA/ USAO LCMS implementation. A Stage 2 Working Group was established during the first quarter of 2007, to assist in providing a smooth transition to the next stage of LCMS development and deployment. Stage 2 activities will focus on the Environment and Natural Resources Division (ENRD), Civil Division (CIV), and Civil Rights Division (CRT). While the focus of the Stage 2 Working Group is on the LCMS implementation for these three components, the Antitrust Division (ATR), Criminal Division (CRM), and Tax Division (TAX) are also participating in this working group, but will not be implementing LCMS in their own divisions until Stage 3. The Stage 2 Working Group meets bi-weekly and has the following goals: to begin discussion of the implementation of LCMS in the Stage 2 components; to prepare the Stage 2 components for the implementation process (scheduled to formally begin in 2008); to communicate the methodology used in gathering requirements from the first component and lessons learned; to assess resources and staffing required from each component in supporting the LCMS effort; and to address technical and other ongoing issues of concern.

As one of the many teams contributing to the LCMS effort, the Stage 2 Working Group will be an important entity in providing guidance and leadership as LCMS is deployed across the many components of the Department.

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## **The EOUSA LCMS Leadership Team:**

### **An executive profile with David Downs and Siobhan Sperin**

The LCMS Program team is composed of many talented, hard-working individuals working together to design and deploy a new case management system for the Department. In addition to the leadership team at the DOJ LCMS PMO (under the direction of Chris Carey) whom LCMS News profiled in its March 2007 issue, the LCMS team at the Executive Office for United States Attorneys (EOUSA) plays a critical role in the development and deployment of LCMS for the USAOs. The EOUSA LCMS team consists of the Acting Chief Information Officer for EOUSA, the Assistant Director for Case Management, and members of the Case Management Staff.

David Downs is currently the Acting Chief Information Officer (CIO) of EOUSA and serves as the primary advisor to the EOUSA Director and the Attorney General's Advisory Committee (AGAC) on nationwide issues related to improving practices in the design, modernization, use, sharing, and performance of information resources of the USAOs. Mr. Downs' role includes developing recommendations for information technology management policies, procedures, and standards; identifying opportunities to share information resources; and assessing and addressing the needs of the USAO's IT workforce.

As the LCMS program lead within EOUSA, Siobhan Sperin plays an integral role in leading EOUSA and the USAOs through the design and deployment phases of the LCMS effort for the USAOs. As Assistant Director, Case Management Staff, EOUSA, Ms. Sperin's staff is responsible for the development, maintenance, and support of software applications for the USAOs and EOUSA.

Recently, David Downs and Siobhan Sperin sat down with LCMS News to provide answers to following questions:

### **1. What role will EOUSA be playing in this implementation?**

EOUSA/USAO will have the benefit of being the first DOJ users of the new LCMS system. Four selected USAOs will participate in the initial deployment phase of LCMS. As the LCMS implementation progresses, each successive phase will use the cumulative output and project team expertise learned from the previous phase to produce a more efficient and effective deployment for the other remaining 90 USAOs and DOJ litigating components. As such, these initial deployment sites will play a very important role in the successful deployment of LCMS throughout the Department as a whole, and their participation and feedback will be extremely valuable. As part of the initial deployment sites, the four USAOs will receive specialized hands-on, one-on-one onsite training, additional technical onsite support staff, and onsite help desk accessibility. Most importantly, these first four USAO sites will be fully trained and functional on the new LCMS platform months ahead of the remaining USAOs— giving the staff greater experience on this new system.

### **2. What do you believe will be the biggest benefit of this new system?**

LCMS will bring the USAO user community many new efficiencies and greater functionality in litigation case management. Some of the benefits of LCMS will include:

- A unified database for tracking cases across all offices;
- Elimination of redundant data entry;
- One central source for tracking data, while supporting the unique business needs of each USAO and litigating division;
- The benefits of leading-edge web technologies; and
- The ability to create new reports and queries more quickly in order to meet ever-changing reporting requirements.

### **3. What training resources will be made available?**

Effective training is critical to successful deployment and user adoption of LCMS. Because LCMS users will not all use LCMS in the same way, the training will reflect different approaches to learning and the different ways users will use LCMS. People will learn how to use LCMS in the context of how they will use it every day. The LCMS training plan will include instructor-led training for the heaviest LCMS users, web-based training (to be used before instructor-led training, refresher training, and advanced topic training), training manuals and aides, and briefings and LCMS demonstrations at USAO meetings.